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TRANSMITTAL FORM

(to be used for all correspondence during pendency of filed application)

		Application Number	10/714,496
		Filing Date	November 14, 2003
		First Named Inventor	S. Renee Starnes
		Group Art Unit Number	3622
		Examiner Name	Boveja, Namrata
Total Number of Pages in This Submission	13	Attorney Docket Number	16319-07385

ENCLOSURES (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Fee Transmittal Form (in duplicate)
<input type="checkbox"/> Check Enclosed | <input type="checkbox"/> Issue Fee Transmittal |
| <input checked="" type="checkbox"/> Return Receipt Postcard | <input type="checkbox"/> Letter to Chief Draftsperson |
| <input type="checkbox"/> Response to Notice to File Missing Parts | <input type="checkbox"/> Formal Drawing(s):
[] Sheet(s) of Figure(s) [] |
| <input type="checkbox"/> Assignment & Recordation Cover Sheet | <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences |
| <input type="checkbox"/> Declaration | <input type="checkbox"/> Appeal Communication to Group
(Appeal Notice, Brief, Reply Brief) |
| <input type="checkbox"/> Power of Attorney | <input type="checkbox"/> Certified Copy of Priority Document(s) |
| <input type="checkbox"/> Application Data Sheet | <input type="checkbox"/> After Allowance Communication to Group |
| <input type="checkbox"/> Information Disclosure Statement & PTO/SB/08A
<input type="checkbox"/> Copies of IDS Cited References | <input type="checkbox"/>
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| <input type="checkbox"/> Request for Correction of Recorded Assignment | |
| <input checked="" type="checkbox"/> Amendment/Response: [12] Page(s)
<input type="checkbox"/> After Final | |
| <input type="checkbox"/> Status Request | |
| <input type="checkbox"/> Revocation and Substitute Power of Attorney | |

REMARKS:

SIGNATURE OF ATTORNEY OR AGENT

Signature:	
Attorney/Reg. No.:	Robert R. Sachs, Reg. No. 42,120
Dated:	November 11, 2005

CERTIFICATE OF MAILING

I hereby certify that this correspondence, including the enclosures identified above, is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below. If the Express Mail Mailing Number is filled in below, then this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service pursuant to 37 CFR 1.10.

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Dated:	November 11, 2005



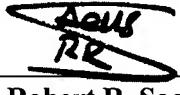
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(S):	S. Renee Starnes, et al.
APPLICATION NO:	10/714,496
FILING DATE:	November 14, 2003
TITLE:	Variable Compensation Tool and System for Customer Service Agents
EXAMINER:	Boveja, Namrata
GROUP ART UNIT:	3622
ATTY. DKT. NO.:	16319-07385

CERTIFICATE OF MAILING/TRANSMISSION

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Dated: November 11, 2005

By: 

Robert R. Sachs, Reg. No.: 42,120

MAIL STOP AMENDMENT
COMMISSIONER FOR PATENTS
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ALEXANDRIA, VA 22313-1450

AMENDMENT A

SIR:

This amendment is made in response to the non-final Office Action dated August 11, 2005. Please amend the application as follows:

IN THE CLAIMS

Amend claim 19 as shown.